BTEC Assignment Brief

Qualification	Pearson BTEC Level 3 International Subsidiary Diploma in Travel and Tourism Pearson BTEC Level 3 International Foundation Diploma in Travel and Tourism Pearson BTEC Level 3 International Diploma in Travel and Tourism Pearson BTEC Level 3 International Extended Diploma in Travel and Tourism
Unit number and title	Unit 8: The Airport Experience
Learning aim	B: Carry out passenger-handling processes in the role of the passenger service agent at check-in and at the gate
Assignment title	The Role of the Passenger Service Agent
Assessor	
Issue date	
Hand in deadline	

Vocational Scenario or Context	You have started a new job as a trainee Passenger Service Agent at a local/national gateway airport. As part of your training you will be taking part in role plays to carry out passenger-handling processes at check-in and at the departure gate. Your manager is keen to see how you deal with passengers in both standard and challenging situations.
Task 1	You will deal with passengers in two role-play situations: **Role play 1 (standard situation)** You are working on the check-in desk on a busy morning in the terminal. You must deal effectively and confidently with one of the following outbound passengers. Your tutor will allocate the passenger to you. ● Passenger A: Tim, Samira and their two children, aged five and eight are checking in for a flight to Tenerife for a week's holiday. ● Passenger B: Mrs Vivien Coleman is travelling alone to Rome to join her husband for the weekend. ● Passenger C: Octavia and Felipe are flying to Cozumel for their honeymoon. ● Passenger D: Laurence Didier is flying to Brussels for an exhibition of kitchenware. **Role Play 2 (challenging situation)**

	You are working at the departure gate. A fully booked flight to Barcelona is at the gate for boarding. You must deal effectively and confidently with one of the following outbound passengers. Your tutor will allocate the passenger to you. ● Passenger A: Jenny and her four friends are on their way to a hen weekend. They each have a medium sized suitcase, a large handbag, and Jenny has a rucksack too. Their boarding passes show that they are travelling with cabin baggage only. ● Passenger B: Heinrich has arrived at the gate. He is travelling with his sister, Angela, but has become separated from her in the shopping area and does not know where she is. The flight is due to close in five minutes. ● Passenger C: Gerry and Don have arrived at the gate. They have been in the airport bar and are noisy, argumentative and visibly intoxicated. ● Passenger D: The gate is now closed. The aircraft is fully boarded and ready to depart. Sally has just arrived at the gate. Her taxi to the airport was delayed in traffic. In both role plays you must consistently demonstrate individual responsibility and effective self-management. You must deal appropriately and effectively with each passenger, showing empathy and using your knowledge, skills and initiative to deal professionally, competently and confidently with both situations, ensuring the safety and security of passengers, airport staff, crew and the public, and complying with all relevant legal and regulatory requirements. The role plays may be video recorded.
Checklist of evidence required	Assessor Records of Practical Activity for both role plays

Criteria covered by this task:	
Unit/Criteria reference	To achieve the criteria, you must show that you are able to:
8/B.P4	Deal appropriately with outbound passengers in a standard situation, ensuring safety and security
8/B.P5	Deal appropriately with outbound passengers in a challenging situation, ensuring safety and security
8/B.M2	Deal effectively with outbound passengers in a standard situation and a challenging situation, ensuring safety and security
8/B.D2	Consistently demonstrate individual responsibility and effective self-management in dealing effectively and confidently with outbound passengers in a standard situation and a challenging situation, ensuring safety and security.

Sources of information to support you with this Assignment	Dale, G. (2019) *Pearson BTEC National Travel and Tourism Student Book.* Harlow: Pearson Watkinson, M. (2013) *The Ten Principles Behind Great Customer Experiences*. Harlow: Pearson
Other assessment materials attached to this Assignment Brief	N/A